

## Energy Industry

### Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory March 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Energy Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
ELC204	Clean Power Alliance	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	2
		Service	Delayed Orders/Missed Appointments	1
Clean Power Alliance Total				4
ELC201	East Bay Community Energy	Policy and Practices	Abusive Marketing	1
East Bay Community Energy Total				1
ESP1092	Just Energy Solutions Inc.	Policy and Practices	Abusive Marketing	1
Just Energy Solutions Inc. Total				1
ELC6	Marin Clean Energy	Public Purpose Programs	CARE Recertification	1
Marin Clean Energy Total				1
ELC200	Monterey Bay Community Energy	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	1
Monterey Bay Community Energy Total				2
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Backbilling	1
		Billing	Bill Not Received	2
		Billing	Deposits	2
		Billing	Disputed Customer of Record	8
		Billing	High Bill	26
		Billing	Other Charges	1
		Billing	Payment Arrangements	5
		Billing	Payment Error	3
		Billing	Meter Inaccuracy	1
		Billing	Energy Diversion	1
		Policy and Practices	Safety	2
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	2
		Service	Delayed Orders/Missed Appointments	10
		Service	Disconnection Non Payment	2
		Service	Outage	6
		Service	Disconnected In Error	1
Pacific Gas & Electric Company Total				75
ELC901	PacifiCorp	Billing	High Bill	1
		Policy and Practices	SMART METER	1
PacifiCorp Total				2

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	Bill Adjustment	1
		Billing	Deposits	2
		Billing	High Bill	8
		Billing	Other Charges	1
		Billing	Crossed Meter Billing	1
		Policy and Practices	Abusive Marketing	2
		Public Purpose Programs	CARE Recertification	2
		Public Purpose Programs	Net Energy Metering (NEM)	2
		Service	Disconnection Non Payment	1
		Service	Outage	3
		Service	Refusal To Serve	1
San Diego Gas & Electric Company Total				24
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Backbilling	6
		Billing	Bill Adjustment	1
		Billing	Bill Not Received	13
		Billing	Deposits	5
		Billing	Disputed Customer of Record	8
		Billing	Estimated Billing	2
		Billing	High Bill	30
		Billing	Meter Reading Issue	1
		Billing	Other Charges	1
		Billing	Payment Arrangements	2
		Billing	Payment Error	1
		Billing	Late Payment Charge - LPC	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	1
		Public Purpose Programs	CARE Recertification	12
		Public Purpose Programs	Net Energy Metering (NEM)	5
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnection Non Payment	2
		Service	Outage	7
		Service	Refusal To Serve	1
Southern California Edison Company Total				104
GAS904	Southern California Gas Company	Billing	Bill Adjustment	1
		Billing	Bill Not Received	1
		Billing	Disputed Customer of Record	3
		Billing	High Bill	21
		Billing	Other Charges	1
		Billing	Payment Arrangements	2
		Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Outage	1
		Service	Refusal To Serve	1
Southern California Gas Company Total				35
GAS905	Southwest Gas Corporation	Billing	Deposits	2
		Billing	High Bill	2
Southwest Gas Corporation Total				4
Total ICs Sent <sup>1</sup>				253

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written